



Tots Implementation Child Care Provider Payment Reconciliation Plan

WHAT IS THE PAYMENT RECONCILIATION PLAN?

A 3 step plan to ensure that providers and clients are reimbursed for authorized care which may not have been paid due to the start up of the tracking of time services (TOTS) system.

WHY IS THIS PLAN BEING COMMUNICATED?

DCFS is aware that Child Care Assistance Program (CCAP) providers and parents may not have had adequate training and in preparation for TOTS implementation; many providers and parents have experienced issues with payments as a result.

WHAT MONTHS WILL BE INCLUDED?

For the Lafayette Region, it will include July 2010, August 2010, and September 2010. For the remaining regions, it will include August 2010 and September 2010.

WHAT ARE THE 3 STEPS?

1. CORRECTIVE PAYMENT FOR ATTEMPTED CHECK-IN OR CHECK-OUT

On or before October 8, an automated payment was made to CCAP providers for July 2010 (in the Lafayette Region) and statewide for August 2010 for the days that a parent or their Household Designee attempted, but was unsuccessful in checking a child in and out of care using the POS device for TOTS. Providers received a letter if it was determined that a child or children in their care had not been paid or paid accurately due to an attempted check-in or check-out. Payment was issued for:

- any portion of that day for a full-time child not previously paid up to the full amount the department would normally pay for the full day. However, if payment was already received for the full day, payment was not duplicated.
- six hours for a child authorized for part-time care and those hours were subtracted from the total authorized for the week.

The corrective payment for September 2010 will be made on October 14, 2010 once the regular absence payment for September 2010 has been made. Deposits are available within two business days.

2. INVOICE PROCESS FOR RECONCILIATION

DCFS will mail special one- time invoices to all provider types on October 18, 2010 for July 2010 (in the Lafayette Region) and statewide for August 2010 and September 2010. Programming will ensure that only those children who have not already been paid all authorized units (days or hours) will be listed on the invoice.

To ensure that you receive payment for each child for whom you provided care since TOTS began, you must complete the special invoice.

For Full Time Care, enter

- In Days Absent - the number of days the child was scheduled to be in care but was absent during the month and
- Subtract the number of days absent from the number of authorized days and enter the result in the Days Remain space.

For Part Time Care, enter

- In Hours Absent – the number of hours the child was scheduled to be in care but was absent during month and
- Subtract the number of hours absent from the number of authorized hours and enter the result in the Hours Remain space.

The invoice must be submitted to the parish office when completed. Parish office staff will process it for payment. The payment system will review what has already been paid and pay the difference from what you should have been paid.

3. MANUAL PAYMENT CCAP 40

A manual payment (form CCAP 40) will continue to be used beyond TOTS implementation for occasional issues such as a new provider who experiences a delay in the installation of the POS device due to agency or contractor error or provider equipment problems reported to the ACS Help Desk within 48 hours. These manual payments (CCAP 40) must be requested from and completed by the local DCFS parish office.

WHY ARE WE DOING BOTH THE CORRECTIVE PAYMENTS AND THE SPECIAL INVOICE PROCESS?

The goal is to reimburse providers as quickly as possible. The invoice will require each provider to review their attendance records for the children listed and determine each child's attendance during that month. Processing the invoice by the parish office takes time. Corrective Payments should also address the biggest issue – that of parents who did not know how to complete previous check-ins or previous check-outs. These combined processes should result in providers receiving the correct amount based on attendance of the children since TOTS began.

WHY WILL THE PROVIDER RECONCILIATION PAYMENT PLAN END IN SEPTEMBER 2010?

We have heard from many CCAP providers that their issues were during early implementation of TOTS and now providers and parents are more familiar and experienced with the system. All providers should now be able to reconcile their accounts and talk to parents about what is owed using the reports on the TOTS Provider Portal. In addition, new TOTS On Site Technical Assistance is available from the Child Care Resource and Referral (CCR&R) agency in your region.

WHAT IF I DO NOT RECEIVE PAYMENT OR WISH TO DISPUTE PAYMENT AFTER THIS IMPLEMENTATION RECONCILIATION PLAN IS OVER?

You will contact your local DCFS parish office to begin the process to determine if a manual payment is due or call 1-800-680-9098 or email dcfs.childcare@la.gov .

RECENT POLICY CHANGES WHICH MAY AFFECT YOUR PAYMENT

The Department of Children and Family Services (DCFS) must operate CCAP with available funding. In order to serve as many families as possible, the department has made policy changes with the implementation of TOTS. These policy changes were included in the new CCAP Provider Agreement you recently signed.

FULL-TIME CARE

- If a child authorized for full-time care attends four hours or more, payment will be made for the full amount of the agency payment for that day.
- If the child was in care for less than four hours, payment will be made for one-half of the daily rate.
- For children authorized for full-time care, the absence policy has not changed. A maximum of five days absence per month can be paid for full-time care.

PART-TIME CARE

DCFS no longer pays for absences for part-time care. If a child is authorized for part-time care, payment is now made only for the actual time the child is in your care. Part-time care is paid in six minute increments. For every six minutes a part-time child is in care, you are paid one-tenth of the hourly rate and one-tenth of an hour is subtracted from the hours available. The child is authorized for a certain number of hours for the month and each increment used is subtracted from the child's total for the month.

For example:

Child attends 0-5 minutes	zero is paid
Child attends 6-11 minutes	1/10 of an hour is paid
Child attends 12-17 minutes	2/10 of an hour is paid
Child attends 18-23 minutes	3/10 of an hour is paid
Child attends 24-29 minutes	4/10 of an hour is paid

Child attends 30-35 minutes	5/10 of an hour is paid
Child attends 36-41 minutes	6/10 of an hour is paid
Child attends 42-47 minutes	7/10 of an hour is paid
Child attends 48-53 minutes	8/10 of an hour is paid
Child attends 54-59 minutes	9/10 of an hour is paid
Child attends 60-65 minutes	1 hour is paid

If a child is in care for 36 minutes - 6/10 of an hour is paid and the same amount is subtracted from the child's available hours.

A child is in care for 57 minutes - 9/10 of an hour is paid and the same amount is deducted from the child's available hours.

ELIGIBILITY DETERMINATION PROCESSES

- The effective date of eligibility is now the date the eligibility decision is made. Payments are not made back to the date the parent/guardian applied for benefits.
- Every parent/guardian who applies now receives a CCAP Rate and Availability Verification Letter (CCAP 7A) and a CCAP Rate and Availability Verification Form (CCAP 7B), formerly known as the 'Certificate' at application for assistance. The CCAP 7B must be returned before the applicant's case can be certified. This form does not mean that the client is eligible for CCAP.
- Workers must determine eligibility within five workdays of receipt of ALL necessary information from the parent/guardian, including the CCAP 7B and the parent/guardian being finger imaged, if required.
- When a child is determined eligible, the household receives a letter and you receive a Provider Notice of Payment (CCAP 12). The CCAP 12 informs you that the child is eligible, the maximum DCFS payment amount, and the begin and end dates of payments. The Provider Notice of Eligibility (CCAP 12) is the only documentation you will receive determining eligibility. You must collect payments from the parent/guardian if you have not received this letter.
- If you have not received a CCAP 12, do NOT presume that the parent is eligible unless you have checked authorizations on the TOTS Provider Portal or POS device and the child is listed there.

ABOUT PAYMENTS

- If you are a CCAP Class A licensed center, a Family Child Day Care Home registered to care for CCAP children in your home, or a Class M provider licensed by the Department of Defense and caring for CCAP children, you must have the POS device and finger

image scanner installed and ensure that parents use the equipment each time the child arrives and leaves your care for you to be paid.

- If you are a CCAP provider who cares for a child in the child's home or a CCAP School Program provider, you must ensure that parents know how to use the IVR and use it each time care begins and ends in order for you to be paid.
- Below is a schedule that shows payment dates and dates of absence payments. Although payments are always processed on Wednesday you should allow at least two business days for payments to be deposited. Past payment dates are included for your reference.

DATE PROCESSED	PAYMENT FOR SERVICE PROVIDED
Wednesday, 8-18	August 1 – August 7
Wednesday, 8-25	August 8 – August 14
Wednesday, 9-1	August 15 – August 21
Wednesday, 9-8	August 22 – August 28
Wednesday, 9-15	August 29 – September 4 and August absence payments
Wednesday, 9-22	September 5 – September 11
Wednesday, 9-29	September 12 – September 18
Wednesday, 10-6	September 19 – September 25
Wednesday, 10-13	September 26 – October 2 and September absence payments
Wednesday, 10-20	October 3 – October 9
Wednesday, 10-27	October 10 – October 16
Wednesday, 11-3	October 17 – October 23
Wednesday, 11-10	October 24 – October 30
Wednesday, 11-17	October 31 – November 6 and October absence payments
Wednesday, 11-24	November 7 – November 13
Wednesday, 12-1	November 14 – November 20
Wednesday, 12-8	November 21 – November 27
Wednesday, 12-15	November 28 – December 4 and November absence payments
Wednesday, 12-22	December 5 – December 11
Wednesday, 12-29	December 12 – December 18
Wednesday, 01-5	December 19 – December 25
Wednesday, 01-12	December 26 – January 1 and December absence payments

TOTS ON SITE TRAINING AND TECHNICAL ASSISTANCE:

Beginning October 11, 2010, the CCR&R agency in your region will provide additional support for you as you implement TOTS. This support may include a technical assistance visit to your home or center, a phone consultation, or you can visit the CCR&R office to take advantage of the computer and internet services there.

Each CCR&R can help you:

- find and use the TOTS Provider Portal and the information and tools available,

- by demonstrating how to use the POS device,
- review and understand reports available on the TOTS Provider Portal,
- reconcile payments to remittance advice and automated records, and
- by answering (or referring) other TOTS questions.

Please call the CCR&R in your region or close to you to find out more and schedule a visit.

Alexandria	NSU Child and Family Network 318-677-3150 toll free 1-800-796-9080
Baton Rouge	Volunteers of America Partnerships in Child Care 225-926-8005 toll free 1-800-926-8005
Covington	Agenda for Children 504-586-8509 toll free 1-800-486-1712
Lafayette	First Years 337-332-8551 toll free 1-866-374-9460
Lake Charles	First Years 337-332-8551 toll free 1-866-374-9460
Monroe	Child Care Connections 318-323-4522 toll free 1-877-206-0819
New Orleans	Agenda for Children 504-586-8509 toll free 1-800-486-1712
Shreveport	NSU Child and Family Network 318-677-3150 toll free 1-800-796-9080
Thibodaux	Agenda for Children 985-446-8330 toll free 1-800-577-8052

WHO TO CALL AND WHEN:

For equipment problems call the ACS Provider Help Desk to report the problem within 48 hours of failure. The phone number is 1-888-281-0326. You must also call the local DCFS office to report these instances of equipment failure if the problems continues to affect payments.

Questions about CCAP referrals or payments, call your local DCFS office.

Provider Directory can help with provider eligibility issues and is a toll free call at 1-800-680-9098.

TOTS information and updates can be found at www.latots.org.

Step-by-Step Instructions for foster parents and TOTS for Child Welfare Day Care can be found at this link www.dcfslouisiana.gov/tots when you click on TOTS for OCS Parents.

For other TOTS issues call (225) 342-0694 or send an email to dcfs.childcare@la.gov.